



Simplifying your financial needs

## **Important information about our fees and services**

Homes Made Simple  
Suite 7-8 Raglan House  
William Brown Close  
Llantarnam  
NP44 3AB

Tel: 01633 302024

Email: [enquiries@hms-limited.co.uk](mailto:enquiries@hms-limited.co.uk)

### **WHO WE ARE AND WHAT DO WE DO?**

Homes Made Simple Ltd is a firm of mortgage and insurance advisers who between them have many years of experience in helping and advising clients regarding their mortgage and insurance needs.

Homes Made Simple Ltd are directly authorised by the Financial Conduct Authority to provide advice and recommendation on the services as described below.

#### **What can we do for you?**

Our mainstream service is to act on your behalf for the purpose of arranging and advising on the following:

- Personal & Family Protection, for example a Life Insurance or Critical Illness Plan;
- Mortgages, including Buy-to Let;
- Releasing equity from your home (Equity Release);
- General Insurance, for example Buildings, Contents or Private Medical.

For all the services described above we will complete a detailed fact find so we can understand your circumstances, specific needs and objectives to determine if these services are suitable for you. We will then undertake research in order to provide a recommendation(s) and related information relevant to your individual circumstances. If, after consideration, you would like to accept any or all of our recommendation(s), we will then implement them and arrange any products and/or related services on your behalf.

Please be assured that whichever type or level of service you require from us we will act in your best interests at all times.

Further details about these and other related services we provide are contained in the pages below. This also confirms their typical cost and how you can pay us for them.

#### **Whose products do we offer?**

We offer a comprehensive range of mortgage products from across the market. We offer both first and second charge mortgages, but not deals that you can only obtain by going direct to a lender.

For those seeking to increase their existing borrowing, alternative finance options may be available and more appropriate for your needs. For example, a further advance from your existing lender or an unsecured loan (e.g. a personal loan).

## HOW MUCH WILL YOU HAVE TO PAY FOR OUR MORTGAGE SERVICES?

For establishing your needs, undertaking research and making a recommendation, we charge a range of fees depending on our clients' needs and circumstances. Our fee becomes payable on completion of the mortgage(s).

If you choose to proceed with our recommendation and the mortgage goes ahead, we will also be paid commission from the lender for arranging the mortgage on your behalf.

### Schedule of our fees:

- A \*multi-service fee of up to £1,995 payable upon completion of your mortgage.\*\*\*
  - A single fee of up to £1295 for a single mortgage payable upon completion of your mortgage.\*\*\*
  - A £95 administration charge payable upon completion of your mortgage (For Existing Homes Made Simple clients who have previously paid a multi service fee)
  - \*\*Up to 1% of the advance payable on completion of your mortgage.\*\*\*
- ❖ **Depending on the level of complexity an up-front fee may be taken prior to application which is non-refundable. This will be fully discussed and agreed with you from the out-set.**

\*Homes Made Simple Ltd., will undertake to arrange any further mortgages for you while authorised and regulated to do so. We will not charge a Broker Fee, however any third-party costs, i.e. solicitor fee, valuation fees and referencing costs, if applicable, will be payable. A £95 administration fee will be payable.

\*\* If you have entered into a specific agreement with your advisor where an up-front fee has been discussed and agreed, the amount agreed as an up-front payment is non-refundable but no further monies would be requested from you in the event that completion could not take place.

\*\*\* We reserve the right to charge up to 50% of the agreed fee as an administration charge if you cancel after the lender has issued an offer.

Certain types of specialist loans are considered more complex and therefore have a different fee agreement. These include Bridging Loans, second charges / secured loans and commercial mortgages. There may be an upfront fee and/or a broker fee payable on completion. This fee will be disclosed to you before any commitment is made on your behalf.

You will receive a key facts illustration when considering a particular mortgage which will tell you about any fees relating to it.

The amount of commission we receive varies from lender to lender. Information about the range of commissions available to us from the mortgage products we recommend is available on request.

You will receive a personalised illustration when considering a particular mortgage. This will highlight the key facts about the mortgage product, including any fees relating to it and the amount of any commission due to us from the mortgage lender.



## INFORMATION ABOUT OUR INSURANCE SERVICES

### Personal and Family Protection

We are insurance intermediaries who offer products from a range of insurers based on a fair and personal analysis of the market for Life Assurance, Critical Illness Cover, and Income Protection Insurance.

Typically, we will not charge you a fee for advice and arranging an insurance product. We will receive commission from the insurer and this is reflected in the premium amount you pay to them. The amount of commission we receive will vary depending on the type of contract, term of the cover and the premium amount.

We will tell you how much commission we expect to receive before we transact business for you. You will receive a quotation, which will tell you about any other fees relating to any particular insurance policy we arrange for you.

## INFORMATION ABOUT OUR EQUITY RELEASE SERVICES

### Whose products do we offer?

We offer 'Lifetime Mortgages' from a comprehensive range of equity release products from across the market but not deals that you can only obtain by going direct to a provider.

### How much will you have to pay for our equity release services?

For establishing your needs, undertaking research and making a recommendation, we charge a fee of up to £1,295. Our fee becomes payable on completion of the mortgage.

If you choose to proceed with our recommendation and your equity release goes ahead, we will also be paid commission from the product provider for arranging the lifetime mortgage or home reversion plan on your behalf.

If you apply for a lifetime mortgage or home reversion plan that does not go ahead, you will receive no refund as the fee is payable on completion only.

You will receive a personalised illustration when considering a particular equity release product. This will highlight the key facts about the lifetime mortgage or home reversion plan including any fees relating to it.

## INFORMATION ABOUT OUR OTHER RELATED SERVICES

### Credit Broking

We are also Credit Brokers. This means that if you require a loan other than a mortgage (e.g. a personal loan) we can refer you to a specialist third party who can discuss your specific needs with you. We will not advise you on this type of borrowing and you will need to make up your own mind whether to go ahead with it or not.

## **WHAT HAPPENS IF YOU HAVE A COMPLAINT?**

If you are unhappy with the service you have received or a product we have arranged on your behalf, a copy of our complaints procedure, which sets out how we will handle your complaint, is available upon request.

If you would like to make a complaint please contact us either in writing to:

**Complaints,  
Homes Made Simple  
Raglan House,  
Llantarnam  
NP44 3AB;**

or by e-mail: [enquiries@hms-limited.co.uk](mailto:enquiries@hms-limited.co.uk) or by telephone: **01633 302024**

If we are unable to settle your complaint or you are unhappy with our response, the Financial Ombudsman Service may be able to help. We will explain how at that point.

If you require further information about the Financial Ombudsman Service you can contact them directly:

**Tel: 0800 0234567 Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

## **ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?**

Yes, we are covered by the FSCS. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This will depend on the type of business and the circumstances of the claim. The FSCS only pays compensation for financial loss and the limits are per person per firm, and per claim category, as listed below:

### **Long Term Insurance Contracts:**

Arranging and advising on long term insurance contracts (e.g. a life insurance or critical illness policy) is covered for 100% of the claim without upper limit.

### **General Insurance Contracts:**

Arranging and advising on compulsory classes of insurance (e.g. employers liability), professional indemnity insurance, and general insurance contracts that pay out on death or incapacity due to injury, sickness, or infirmity (e.g. an accident & sickness policy) is covered for 100% of the claim without upper limit.

Arranging and advising on other types of general insurance contracts (e.g. Building and Contents) is covered for 90% of the claim without upper limit.

### **Mortgages & Equity Release Products:**

Arranging and advising on mortgages and equity release products is covered up to a maximum limit of £50,000 per person per firm.

Further information about the FSCS is available from their website: [www.fscs.org.uk](http://www.fscs.org.uk)

## **IMPORTANT INFORMATION**

*Before you consider our services in more detail we would like to draw your attention to the following important information:*

*When we have discussed and agreed with you the services that we are to provide we will confirm this to you in a terms of business letter. This will describe the scope and specific services to be provided, the cost and how it can be paid for. It will also confirm how we use and store personal information that we collect from you whilst providing our services.*

*From time to time it may be necessary for us to collect personal information from you, prior to concluding a written Application, to assess whether we are able to meet your needs. In this event we will clearly identify the data to be collected and will use it only for the purpose of assessing our ability to provide services to you.*

*We will not advise you if you are experiencing difficulties managing debt. Free help and advice about managing your debts is available by contacting the Money Advice Service via its website; [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)*

*Due to changes to data-protection regulation from May 2018, we will need to receive your 'opt-in' for us to contact you in the future. Your advisor will discuss this with you and request your written permission.*

*A full copy of our Privacy Statement is available on request.*



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*A full copy of our Privacy Statement is available on request.*

*I / we confirm that we have received and fully understand the initial disclosure document which has been retained by myself / ourselves, and give permission for a representative of Homes Made Simple Ltd to contact me / us in the future.*

**Signed:**

**Print Name:**

**Date:**

**Signed:**

**Print Name:**

**Date:**

**Email address 1:**

**Email address 2:**